

MINUTES OF THE ARIZONA GEOGRAPHIC INFORMATION COUNCIL 9-1-1 COMMITTEE

A public meeting of the Arizona Geographic Information Council was convened on Thursday, July 25, 2019 at 10:00 am at the Arizona State Land Department, 1616 West Adams Street, Phoenix, AZ 85007 in room 215. Present at the meeting were the following members or designees of the AGIC 9-1-1 Committee:

Table 1: Committee Voting Members (15 people)

Member	Agency/Company	In Attendance
Sandra Dyre, Co-chair	Michael Baker	Yes, in person
Brian Bond, Co-chair	Yavapai County	Yes, phone
Bo Guo	GISTIC Inc.	Yes, phone
Celso Montes	Graham County	Yes, phone
Eric Shreve	AZ DEMA	No, without notice
Jack Avis	Pima County	No, without notice
James Meyer	AZ Dept of Transportation	No, without notice
Jenna Leveille	AZ State Lands Department	Yes, in person
Joe Breyer	GIS Works Consulting	No, without notice
Leslie Stovall	Gila River Indian Community	No, without notice
Robert Woodhull	Pinal County Sheriff's Department	No, with notice
Sarah Hess	Pinal County	Yes, phone
Steven Engle	Mohave County	Yes, phone
Steven Whitney	Pima County	Yes, phone
Tom Homan	Gila County	No, with notice

Table 2: Public at Large (# people)

Name	Agency/Company
Anna Haney	Arizona Department of Administration (ADOA)
Dean Johnson	Arizona Department of Administration (ADOA)
Brian Brady	Michael Baker
Greg Emmanuel	City of Cottonwood
Cheryl Thurman	Terra Systems Southwest, Inc
Howard Ward	Terra Systems Southwest, Inc.
Karen Blevins	Mesa Community College (MCC)

Name	Agency/Company
Lisa Galyen	Coconino County Sheriff's Office
Patti Egleston	Pima County Sheriff's Department
Renee Nelson	La Paz County
Toni Ketchum	Yavapai County
Thara Salamone	State Demographers Office, Arizona Office of Economic Opportunity

- I. Call to Order and Introductions: Meeting was called to order at 10:04 am
- II. Approval of Meeting Minutes from April 4, 2019 Brian asked for a motion to approve the April 4 meeting minutes. Motion to approved by Howard Ward. Second by Jenna Leveille. Approved unanimously.
- III. Work Group Status:
 - A. Data Sharing
 - Agreement Template Resources – Cheryl Thurman described some work she had done for Cochise County for the EMS providers where the service zones are overlapping large broad areas of multiple agencies for developing the County's Emergency Service Boundaries. Cheryl reached out the NENA staff Roger Hickson and they had never heard of this problem and could not give any direction to correct this problem. Are the EMS certificate of necessity (CON) accurate? After getting agencies together, found areas that some EMS agencies were not responding to certain areas but were in their CON. The CON did not accurately reflect the area each agency regularly responds to, the agency did not even realize the boundary described these areas. Worked out interactive mapping sessions to come up with areas that each agency would respond to 911 EMS calls instead of relying on the overlapping CON's. Some remote agencies do not have any agreements, there has not been any documentation for where these work flows (hand-shake agreements). Cheryl needed an agreement or Memo of Understanding for this problem to identify which EMS provider should be called for overlapping areas. Cheryl Thurman and Brian Bond shared different agreement forms they had found from around the nation and one form from the State of Washington and the NENA agreement form from NENA-INF-012.2-2015, Inter-Agency Agreements Model Recommendations Information Document. Cheryl recommended that AGIC work to create a simple template for agreements. Sandy shared that Arizona is work on issues that other state's have not done for NG911.

Anna Haney identified that ADOA and the State 911 Office has put into place the requirement for Memo of Understanding be provided for funding. Work to avoid duplicating efforts. ADOA could use legal council staff to build a common outline of that might look like a template or best practices. To avoid having multiple IGA's or MOU's having to be signed by governing bodies. Discussion about data sharing agreements and how they differ from Mutual Aid agreements. Maybe this is a local decisions where a single agreement would be signed instead of a data sharing and Memo of Understanding. Jenna Leveille that we need to be clear AGIC is a board, we can offer resources and best practices. Be careful how we suggest what standards we are recommending. Anna Haney stated bring in the State ADOA Office, we are working on and reviewing policies. The State is wanting discussion with the AGIC group to help define out what types of needs are needed for building ADOA policy. Cheryl Thurman will share the agreements found to the 911 Committee. AGIC will be a support for ADOA in identifying useful requirements in a Data Sharing agreement template, and helpful things for a Memo of Understanding for service level agreements.

- Update of AZ_NG911_GIS_Guideline_Best Practices – Brian Bond is working to upgrade the best practices. Seeking help to find things in the document that are wrong or out of date. Background of the document is that was a combination of different works sponsored by the State 911 Office. Anna Haney stated that the State 911 Office is reviewing this document. If the document stays as an ADOA document, the office needs to have any changes back to give final review. Anna felt that ADO does want to continue to support and use this document and desires to feedback from the committee. Brian can get anyone access to the Data Sharing Work Group Google Drive shared folder for anyone wanting to give their feedback of the GIS Guideline Best Practices document. Deadline for AGIC edits by end of 2019 which then ADOA will review and will have final say on updated GIS Guideline Best Practices document.
- List of Quality Assurance Tasks for NG911 – Bo Guo shared about AZGIV, Arizona Geospatial Intake and Validation; a self-serving web application. This QAQC list came from the application. The worksheet lists out by priority which validation task should be tackled or focused on by an end user. Some of the lists tasks are not in the current application without some additional funding. The worksheet is a combination of work from the AZGIV application and tasks that need to be fixed for NG911. This worksheet is a living document for the 911

community and may not be 100% complete or accurate to NENA standards but translated into simple verbiage. The NENA data maintenance document does outline the roles and responsibilities but does not identify who. NENA is standards body and locally, the organizations defines who does the work

- B. Dispatchers Education Sarah Hess described the work group has agreed to change the output as a Story Map instead of a large PDF document. Problem the work group is having enough volunteers to create content to meet an October deadline. The purpose of the work group is to create a product for 911 professionals (dispatcher) an overview of GIS and how that works in the 911 map without being specific to vendors. A product that could be used in 911 training that is quick and low pressure for call takers. Question by Renee how does a dispatcher join this work group. Contact Sarah Hess or Brian Bond or Jenna Leveille for information about this work group. Howard Ward asked what type of content help is the work group needing. Desire GIS people to support the existing outline for building a Story Map. Need volunteers to create the content experts to volunteer their time. Howard will volunteer some time.

IV. NG911 geospatial routing:

- A. furthering NG911 geospatial routing transitions. Document the status of each 911 system, what are the pain points and have an open list of who is what stage of provisioning GIS data for Next Generation 911 spatial routing. Measurable goals to identify data maintenance and. Having work flows actively in place to help. The expected audience of this documentation was for the 911 community, the AGIC Committee, the 911 System Administrators. Work flows were created for a few counties but were not completed for clients.
- B. Do you have work flows, do you use work flows in your daily work? No one spoke up about actively using work flows or having completed work flows. Interested in a work shop to create work flows, go over the purpose of work flow and how to embed them into daily GIS edits. For workshop, would like to come with some work flow templates. Terra System Southwest is move away from flow diagram (box diagram) into a procedure work flow (using a named position to define who does the task). Plans for a workshop, mid-year (January/February time frame), does not have to be limited to talking about work flows. Timelines for tasks with a NENA suggested 3-day turn around for errors. Extend invitation to PSAP managers, System Administrators, GIS managers. Have virtual option to be able to join the work shop if unable to travel to Phoenix. Slot timeframe between 10 and 3 pm. Jenna can reserve a room. If a Phoenix

work shop is successful could work into a regional work shops. Intent of a mid-year AGIC 911 Workshop is for continuing education. Terra Systems Southwest will have several work flows that will be ready by next year with Greenlee, Cochise, and La Paz. Anna Haney said could include data sharing templates created at ADOA to share at workshop, may not adopted State policies. Also introduce GIS Guideline Best Practices or provide If there are some substantial edits to best practices document. Will have a draft agenda for mid-year AGIC 911 work shop by the October 911 Committee meeting.

V. Data Ecosystem:

- A. State 9-1-1 Office Status Anna Haney shared FY 2020 grant year has been issued. The State 911 Office web page has moved a little. New information about Text-to-911 information on website that was found when starting to implement the Text-to-911. Creating ADOA 911 strategic plan. Had meeting with internal stake-holders. More meeting with external stake holders but hope to have 911 strategic plan done by end of the year.
- B. 9-1-1 System Administrators Status / Updates - none
- C. Concepts and major elements Sandy talked about coordinate GIS data with neighboring States. California has RFP with primary and regional providers. Utah has not re-issued a new RFP for their system, had some changes but uncertain if the Utah has completed steps to re-issue new RFP. New Mexico has no plans at this time. Do we need a road-map to coordinate with neighboring states? Already aware that there has been a lack of GIS mapping for supporting wireless mapping coming from cross State boundaries. ADOA working on 911 strategic plan that has identified the need for GIS and collaborate with neighboring states. ADOT recommends if local GIS or System Administrators has local contacts to share their contacts to ADOA. From AGIC perspective, the NSGIC contacts could help with the neighboring contacts for ADOA.
- D. Status announcements
 - AGIC Education & Training Symposium October 1-4, 2019 – Draft agenda is out, registration is open. Get hotel reservations setup. 4 ½ total hours of 911 tracks at AGIC, some on Tuesday and additional longer presentation on Wednesday. If you have never been to AGIC, good venue to make contacts. Also training opportunities at AGIC. LIDAR, ADOT transportation. A big announcement at AGIC is the modernizing of AZGEO Clearinghouse. In the future AZGEO, there will be non-registered user access and registered user for secured data. Anyone that does register will have an ESRI ArcGIS Online account created; you will have your own

account for building content in ArcGIS Online (Story Maps, Web Maps, Web applications); great resource for the rural counties to have access to this technology with having to pay for ArcGIS Online. At the conference there will be talks about the modernized AZGEO Clearinghouse to get feedback and present plans. Hard deadline rolling out modernized AZGEO is July 1, 2020.

- E. Follow up on DPS map requested in April 2019. Problem with address layer initially but turned out to be a good thing. On July 2nd received all the data to update all the DPS servers. Vesta Map Local required a full street name field that was a post-processed task for both streets and address points. Terra System Southwest will process the full street name field. AZ Department of Economic Opportunity requested a version of the streets and address points. Also modified the data for the National Address database delivery to US Transportation Department, as of July, Arizona data has not yet been accepted by US Transportation Department to update the National Address database. Have not gotten a score card from them which is a good indicator for AZ. How often updates should occur could be bi-annually or quarterly. This maybe up to DPS but could be based on how long it takes to run the post-processing. With the future AZGEO design, there are plans to PULL data from a County to AZGEO from ArcGIS Online, web services. Question, can pulling data use Map Service, instead of Feature Service. AZGEO is not yet there but keep this discussion open. If you wish to download the national address data, it is available online.

VI. Call to the Public: None

VII. Discussion for Topics of Future Committee Meetings:

- A. Mid-year 911 Workshop Continuing Education (February 2020)
- B. AZ Geo modernization status
- C. Last AGIC 911 Committee meeting is October 24, 2019
- D. Preparing for next year's 911 Committee goals

VIII. Adjourn: Adjourned at 11:22 am